

Key Messages

Message One

Key Date – Change:
myGovID access to the
HSO portal has been delayed
until **19 February 2020**.

Message Two

Otherwise, information in
CSPN 2019/18 remains
correct.

Message Three

Please ensure you are familiar
with the information on
myGovID and **RAM** at
<https://www.mygovid.gov.au/>

For further information:

visit our website at

www.hearingservices.gov.au

or email us at

ohs.it@health.gov.au

Phone: 1800 500 726



Australian Government
Department of Health

Australian Government
Hearing Services Program

Contracted Service Provider Notice

AUSkey: myGovID Access Update

CSPN – 2020/01

myGovID - Portal Access – Update

As previously advised in [CSPN 2019/18](#) 'AUSkey to myGovID' the way providers access the Hearing Services Online (HSO) portal is changing. The purpose of this notice is to advise of a delay to one of the key project dates.

Access to the HSO portal using the new myGovID solution will not be available for use until **19 February 2020**.

AUSkey will continue to be available as the platform for portal access until it is decommissioned on 31 March 2020.

All other information in [2019/18](#) remains correct - we will advise of any other changes, if this occurs.

We ask all stakeholders to ensure they are familiar with the pending changes to AUSkey, and are taking appropriate action to ensure their business is prepared for this transition.

We will continue to keep you updated about the transition from AUSkey to myGovID and what you need to do via future CSPNs.

More information is available at <https://www.mygovid.gov.au/>

If you have questions or concerns on any of the above, please contact us directly on **1800 500 726** or at hearing@health.gov.au

24 January 2020